Shipping & Returns

Shipping Information:

We typically ship products within 1-5 days of receiving the order.Â All packages are shipped USPSÂ 3-day priority unless it needs to be insured (GPS orders), then it ships UPS.Â Canadian customers are always shipped USPS for faster & more economical transportation of goods over the border.

Overnight and 2nd day requests must be emailed to us prior to ordering.Â We do not offer this service without approval as we are sometimes unable to deliver this request.Â

ReturnÂ Policy:

All returns must request a Return Authorization number (RA) by emailing us from the 'Contact' main menu.Â Products will incur a 15% restocking fee or be denied return without an RA written on the outside of the return package.

Non-Damaged Return/Exchanges:

All products approved withÂ an RAÂ for return or exchange that are not damaged must be returned in their original sealed packaging within 10 days from theÂ receive date. Â If the Product has been opened, no return or exchange will be made and You agree to pay all return shipping charges to send the Product back to You in the case that non-damaged items are opened.Â You agree to pay a restocking fee of 15% for all undamaged products approved for return received in their original sealed packaging.Â All refunds, returns, and exchanges are at the sole discretion of Lizard Lady Publications., Inc. Â I have read this agreement entirely and I completely understand and agree to the Terms, Conditions, and Disclaimer herein and remove all responsibility from LL or its affiliates for the Provider Products and for any LL tour, event, or instructional services.

Damaged Returns:

You have 10 days from the receive date to return a Product for refund.Â Full refunds are only made on damaged goods. You must email Lizard Lady Pub., Inc. for a return authorization number, which must be clearly written on the return package or the products will not be considered for refund.Â You agree to expense shipping for all damaged Products returned incorrectly.Â Once the Products are examined by Lizard Lady Pub., Inc., refunds or replacements will be made in full.Â Â

Lil' Tidbit:

Since the year 2000, we haveÂ had NO requests for returning aÂ guidebookÂ and the feedback on our guidebooks, software,Â and Cd's are incredible.Â Please let us know about your guidebook adventures; we'd love you to share!